

ABSTRACT OF THE INVENTION

A modular system architecture for a process stream generating historical work transactional data. The data are received by a system Data Import Module. The Data Import Module transforms the historical work transactional data into at least one
5 Workload Volume. A Forecast Module in communication with the Data Import Module receives a selected Workload Volume and projects a future workload demand or Forecasted Workload Volumes derived from a selected search algorithm. A Staffing Requirements Module in communication with the Forecast Module receives a selected Forecasted Workload Volume. The Staffing Requirements Module has a plurality of
10 Staffing Guide functions applying staffing constraints that drive the Forecasted Workload Volume. A Scheduling Module in communication with the Staffing Requirements Module receives a selected Staffing Requirements and transforms the Staffing Requirements into a schedule viewable by a user.